



TASK ORDER 47QFCA-18-F-0015 Modification PS20

TACOM Life Cycle Management Center (LCMC) Vehicle Engineering Maintenance and Operations Support (VEMOS)

in support of:

U.S. Army TACOM LCMC



ManTech Advanced Systems International Inc. (ManTech) under the General Services Administration (GSA) One Acquisition Solution for Integrated Services (OASIS) Multiple Award (MA) Indefinite Delivery/Indefinite Quantity (IDIQ) – Unrestricted Pool 3 Contract GS00Q14OADU324

Conducted under Federal Acquisition Regulation (FAR) 16.505

Issued by:

**The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW (QF0B)
Washington, D.C. 20405**

November 16, 2017

FEDSIM Project Number AR00834

C.1 BACKGROUND AND AGENCY MISSION

The U.S. Army's mission is to fight and win our Nation's wars by providing prompt, sustained land dominance across the full range of military operations and spectrum of conflict in support of combatant commanders. The Assistant Secretary of the Army Acquisition Logistics and Technology (ASA (ALT)) and subordinate Program Executive Offices and Army Materiel Command (AMC) develop and deliver materiel readiness solutions to ensure globally dominant land force capabilities.

TACOM Life Cycle Management Command (LCMC), a major subordinate command of the AMC, headquartered in Warren, Michigan (MI), unites all of the organizations that focus on soldier and ground systems throughout the entire lifecycle. TACOM's mission is to develop, acquire, field, and sustain soldier and ground systems for America's warfighters.

The Program Executive Office (PEO) Combat Support (CS) and Combat Service Support (CSS) Project Manager Transportation Systems and Subordinate Product Manager Mine Resistant Ambush Protected Vehicle Systems (MRAP VS) maintain fleet readiness for Mine Resistant Ambush Protected (MRAP), Route and Area Clearance, Special Forces, Foreign Military Sales, associated vehicles, and support systems. The support covers systems fielded prior to the implementation of full organic support, special missions and operations by the U.S. Army and other services, and Foreign Military Sales.

This TO supports TACOM LCMC and partner organizations through providing continued sustainment support for the MRAP Family of Vehicles (FOV) and other military and commercial vehicles to ensure the operational success of the mission of the American warfighter.

This requirement consists of a wide range of logistics support services for the Product Manager (PdM) MRAP Vehicle Systems Project Manager (PM) Tactical Vehicles, U.S. Special Operations Command (SOCOM), U.S. Air Force, Foreign Military Sales (FMS) customers, Army Central Command (ARCENT), Infantry Mobility Systems, and other Tactical Vehicle systems and customers.

C.1.1 PURPOSE

This TO will provide TACOM LCMC and partner organizations with the capability to maintain high readiness rates for selected fleets and users. This includes U.S. Army vehicles not yet obtaining full material release (full organic support), vehicles deployed under special and urgent mission scenarios, systems used by foreign countries from FMS or Excess Defense Article (EDA) sales or loans, and other missions requiring VEMOS support.

C.2 SCOPE

The scope of this TO will include all activities related to supporting execution of the core functions for sustainment of tactical and non-tactical military and commercial ground vehicles with and without armor. Sustainment functions required under this TO include, but are not limited to, Engineering Maintenance, Inspection and Quality Assurance, Deployment and Distribution, and Supply.

This TO will support all integrated mission equipment except for communication equipment, intelligence equipment and weapons.

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This TO will support the mission of TACOM and TACOM partners and customers including foreign entities under agreements with the United States. Foreign agreements will include but not limited to foreign military sales, coalition force agreements, and presidential directives.

Contractor support under this TO will provide all the personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform program management, engineering and maintenance support, inspection and quality assurance, repair, supply support, training, materiel fielding, facilities management and operation, and as defined in this TO, except for those items specified as government furnished property and services.

This TO will include performance in the Contiguous United States (CONUS) and OCONUS in non-combat and combat environments including high risk combat environments world-wide.

C.3 CURRENT ENVIRONMENT

TACOM currently has contractor sustainment support for the MRAP FOV. The current vehicle and location descriptions and current historical logistical data information on the current environment are provided in **Section J, Attachment E** and **Attachment F**, respectively.

C.4 OBJECTIVE

The objective of this TO is to provide a wide range of sustainment support services (e.g., operational, engineering, and logistics support) for the MRAP FOV and other tactical military and commercial vehicles. This is a highly technical and complex performance-based TO that will facilitate worldwide sustainment efforts in numerous geographical locations and installations.

Successful execution of this TO will enable the TACOM LCMC and partner organizations to:

- a. rapidly respond to evolving mission requirements,
- b. achieve high operational readiness rates,
- c. drive efficiencies and lower costs, and
- d. manage government assets effectively and securely.

C.5 TASKS

The following tasks are in support of this TO and are detailed below

- a. Task 1 – Provide Program Management Support
- b. Task 2 – Transition-In
- c. Task 3 – Transition-Out
- d. Task 4 –Vehicle Engineering and Maintenance
- e. Task 5 – Inspection and Quality Assurance
- f. Task 6 – Supply Support
- g. Task 7 – Training
- h. Task 8 – Total Package Fielding Support

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this TO. The contractor shall facilitate Government and contractor communications; use industry best-standards and proven methodologies to track and document TO requirements and activities to allow for continuous monitoring and evaluation by the Government; and, ensure all support and requirements performed are accomplished in accordance with the TO. The contractor shall notify the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR) and TACOM Technical Point of Contact (TPOC) via a Problem Notification Report (PNR) (**Section J, Attachment G**) of any technical, financial, personnel, or general managerial problems encountered throughout the TO period of performance.

C.5.1.1 SUBTASK 1 – CONTRACTOR MANPOWER REPORTING

The contractor shall report all contractor labor hours (including subcontractor labor hours) required for execution of services provided under this TO for the U.S. Army to the Contractor Manpower Reporting Application (CMRA) (**Section F, Deliverable 2**). The contractor shall completely fill in all required data fields using the following web address: <https://armycmra.dmdc.osd.mil/>. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2018.

C.5.1.2 SUBTASK 2 – COORDINATE A PROGRAM KICK-OFF MEETING WITH THE GOVERNMENT

The contractor shall coordinate a Program Kick-Off Meeting (**Section F, Deliverable 3**) in conjunction with the Government at a location approved by the Government. The meeting shall provide an introduction between the contractor personnel and Government personnel who shall be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include the contractor's Key Personnel, the TACOM TPOC, the FEDSIM COR, the FEDSIM Contracting Officer (CO), and all other Government stakeholders. At least three workdays prior to the Program Kick-Off Meeting, the contractor shall provide a draft Program Kick-Off Meeting Agenda (**Section F, Deliverable 4**) for review and approval by the FEDSIM CO, the FEDSIM COR, and the TACOM TPOC prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

- a. Points of contact (POCs) for all parties
- b. Draft Program Management Plan (PMP) discussion including schedule, tasks, etc.
- c. Draft Financial Tracking/Reporting Format for Weekly Activity Reports
- d. Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government)
- e. Staffing Plan and status
- f. TO Portal strategy/solution
- g. Status of Theater Business Clearance (TBC), Letters of Authorization (LOA), and Government-Furnished Life Support Validation (GFLSV)

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- h. Security discussion and requirements (i.e., building access, badges, Common Access Cards (CACs))
- i. TO administration and invoicing requirements
- j. Transition discussion
- k. TO and Special Requirements

The deliverables required to be provided to the Government at the Program Kick-Off Meeting are listed in **Section F**.

The Government will provide the contractor with the number of Government participants for the Program Kick-Off Meeting and the contractor shall provide sufficient copies of the presentation for all present. The contractor shall draft and provide a Program Kick-Off Meeting minutes report in accordance with **Section C.5.1.7**, documenting the Program Kick-Off Meeting discussion and capturing any action items.

C.5.1.3 SUBTASK 3 – PREPARE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall prepare and deliver a draft and a final PMP that is based on the contractor's solution. The contractor shall utilize the PMP as the foundation for information and resource management planning. At a minimum, the PMP shall:

- a. Describe the proposed management approach and contractor organizational structure.
- b. Describe in detail the contractor's approach to risk management under this TO and approach to communications including processes, procedures, and other rules of engagement between the contractor and the Government.
- c. Describe in detail the contractor's quality control methodology for accomplishing TO performance expectations and objectives. This shall include how the contractor's processes and procedures will be tailored and integrated with the Government's requirements to ensure high quality performance.
- d. Contain detailed Standard Operating Procedures (SOPs) for all tasks.
- e. Include a staffing matrix (including all subcontractor personnel) with all personnel assigned to the TO and include, at a minimum, their position, client(s) supported, and duty station/assigned place of performance.
- f. Include the contractor's general operating procedures for:
 - 1. Travel
 - 2. Work hours
 - 3. Leave
 - 4. Staff training policies
 - 5. Problem or issue resolution

The contractor shall provide the Government with a draft PMP (**Section F, Deliverable 5**) on which the Government will make comments. The final PMP (**Section F, Deliverable 6**) shall incorporate the Government's comments. The PMP shall be updated as changes in the program occur (**Section F, Deliverable 7**). The PMP shall be reviewed and updated no less frequently than annually, and the contractor shall conform to the latest Government-approved version of the PMP. The contractor shall keep the PMP electronically accessible to the Government at all times.

C.5.1.4 SUBTASK 4 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor shall develop and provide an MSR using Microsoft (MS) Office Suite applications (**Section F, Deliverable 8**). The MSR shall summarize by Task Assignment (TA) the technical and managerial work performed by the contractor during the previous month, and shall also, at a minimum, include the following:

- a. Problems and corrective actions taken; issues/concerns and proposed resolutions to address them, including sites status, personnel quality of life, transportation, etc.
- b. Personnel gains, losses, and status (upcoming leave, security clearances, etc.).
- c. Government actions required.
- d. Schedule updates (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
- e. Summary of trips taken, conferences attended, etc.
- f. Financial status including:
 1. Actual TO burn through the previous month by CLIN, broken down by TA/customer, for the current month.
 2. Up-to-date spend plan including baseline, actuals, and forecast by TA.
 3. Cumulative invoiced amounts for each CLIN, customer, and TA to-date.
 4. ODC CLIN tracking report showing pending commercial purchases, approved commercial purchases, costs, locations, and due dates. (**Section F, Deliverable 9**).
- g. Any recommendations for change, modifications, or improvements in tasks or process.
- h. Any changes to the PMP.
- i. Status of open special projects such as annual Air Conditioning (A/C) services, assigned safety repairs, and kit integration efforts.
- j. RESERVED
- k. RESERVED
- l. RESERVED
- m. RESERVED
- n. Contractor Work Initiatives, Cost-Reductions, Efficiencies, Savings, and Good News Stories; significant events, accomplishments, new undertakings, efficiencies, design, and process improvements undertaken during the reporting period. Include follow-up reports on prior initiatives and good news stories.
- o. RESERVED
- p. Non-Key Personnel Qualifications status IAW H.4.2, including number of personnel and locations, if applicable.
- q. Facility implementation progress IAW H.7.4, if applicable.

C.5.1.5 SUBTASK 5 – CONVENE MONTHLY IN-PROCESS REVIEWS (IPRs)

The contractor PgM shall convene a monthly IPR meeting with, at a minimum, the TACOM TPOC, FEDSIM COR, and other vital Government stakeholders (**Section F, Deliverable 10**). The purpose of this meeting is to ensure that the Government has all the required information to make decisions, manage stakeholders, and coordinate activities. The contractor shall provide

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minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the TACOM TPOC and the FEDSIM COR (**Section F, Deliverable 11**).

C.5.1.6 SUBTASK 6 – WEEKLY ACTIVITY REPORTS (WAR)

The contractor shall prepare a WAR report to include the following information:

- a. Summary: The summary shall include a brief statement of the overall TA status, modifications to TAs, and a summary of any changes to the TA since the last report.
- b. RESERVED
- c. RESERVED
- d. RESERVED
- e. RESERVED
- f. RESERVED
- g. RESERVED

C.5.1.7 SUBTASK 7 – PERSONNEL TRACKING AND REPORTING

The contractor shall track all personnel supporting the TO via the Personnel Status Report (PERSTAT) (**Section F, Deliverable 13**). The Government will specify the information to be included in the PERSTAT and the weekly roster post-award at the Program Kick-Off Meeting.

For the PERSTAT, the contractor shall assist the TACOM Senior Command Representatives in maintaining the Government's PERSTAT and other management tools for tracking the contractor's availability against specific TACOM LCMC VEMOS mission requirements. For personnel supporting U.S. Armed Forces, the contractor shall track and report on all applicable contractor personnel in the Central Command Area of Responsibility (AOR) via the PERSTAT as soon as those individuals have been scheduled to attend CONUS Replacement Center (CRC) for OCONUS deployment location.

Additionally as part of the WAR, the contractor shall provide a Weekly Roster of all contractor personnel, CONUS and OCONUS, supporting this TO. The roster shall include the names of all contractor personnel, their assigned place of performance, and their labor category and functional role. CONUS personnel (including Alaska and Hawaii) shall be reported immediately upon the initiation of a CAC request. OCONUS personnel shall be included immediately upon the following criteria:

- a. Once individuals have been scheduled to attend CRC for OCONUS deployment location.
- b. Application for Status of Forces Agreement (SOFA) status in Korea or any other country that has a SOFA with the U.S.
- c. Initiation of any special visa or a similar requirement for contractor employees under this TO being employed OCONUS.

C.5.1.8 SUBTASK 8 – TA COST ESTIMATE DEVELOPMENT

All requests for new, revised, and/or renewed TACOM LCMC VEMOS shall be communicated in writing to the contractor from the FEDSIM COR or Government Technical Monitor (GTM) as

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TA requests. The Government will identify the mission requirements, deliverables, and Government Property in the TA Worksheet.

As TA requests are received, the contractor shall review the TA Worksheet and submit estimated staffing of the task, material, travel, and other requirements to complete the mission. Rough Order of Magnitude (ROM) cost and schedule requirements shall be submitted as described in the TA Worksheet (**Section F, Deliverable 14**) which shall include a Resource Loaded Integrated Master Schedule and detailed cost estimate. The ROM shall include total estimated labor; equipment, materials, and ODCs; and travel costs to accomplish the effort. Within the ROM, the contractor shall identify the estimated labor categories, associated labor rates, and LOE necessary to complete the effort to arrive at a total estimated labor cost.

The Government will provide the contractor with a ROM completion/submission date for each ROM request provided to the contractor. Within two days of receiving the Government's request for ROM development, the contractor shall notify the TACOM TPOC and the FEDSIM COR in writing if the request is not detailed enough to enable completion of the ROM and provide the TACOM TPOC and FEDSIM COR with details regarding what additional information is needed in order to complete the ROM. Once the Government has accepted the ROM, the FEDSIM COR will provide the contractor with authorization to proceed in writing.

C.5.1.9 SUBTASK 9 – PROVIDE ACCESS TO A TASK ORDER PORTAL

The contractor shall provide access to a portal which both Government-approved contractor personnel and Government personnel can access worldwide via unique user id and password. The TO portal shall be compliant with current and future DoD security standards and shall be a cloud-based solution available to users with a .mil and a .gov account. The contractor shall provide the TACOM TPOC and the FEDSIM COR with a recommended portal strategy or solution (**Section F, Deliverable 15**) at the Program Kick-Off Meeting; once the FEDSIM COR have provided the contractor with authority to proceed, the contractor shall proceed with implementing the approved solution in a timely and efficient manner.

The objective of the TO portal is to introduce efficiencies and ensure coordinated service delivery worldwide. At a minimum, the TO portal shall serve as a repository for all TAs, TO deliverables and shall also possess a workflow process that automates the contractor's submission of ROMs, Requests to Initiate Purchases (RIPs), and Travel Authorization Requests (TARs). This workflow process shall also allow the FEDSIM COR, Forward-Deployed TPOCs and other Government personnel to provide digital concurrence and approval for ROMs, RIPs, and TARs. All government information shall be extractable in MS office or PDF format.

The contractor's portal, at a minimum, shall include the following information:

- a. TAs.
- b. Program costs (labor, material, travel, and ODCs), man-hours, and schedules to include baselines for all TAs.
- c. All maintenance data collected and reported under Section C.5.4.
- d. Inventory status.
- e. Summary of equipment under lease.
- f. Retrograded equipment.
- g. Equipment disposal.

- h. Care of Supplies in Storage (COSIS) activities.
- i. Training conducted.
- j. Financial Report as required by C.5.1.11.
- k. Storage of historical data consisting of up to 1 Terabyte of data, with a minimum of 1500 data elements.
- l. Data Analysis, as required by C.5.1.10, with GFI (**Section J, Attachment M**).

The contractor shall provide data in excel formats, as required by the U.S. Army POE CS and CSS.

C.5.1.10 SUBTASK 10 – TECHNICAL REPORTS

As required by TA, the contractor shall submit technical reports in accordance with DI-MISC-80508B and ANSI-Z39-18 “Scientific and Technical Reports – Perpetration, Presentation, and Preservation.” The contractor shall provide analysis using historical data from GFI (**Section J, Attachment M**).

C.5.1.11 SUBTASK 11 – FINANCIAL REPORT

The contractor shall provide a Financial Report describing by Customer and TA, the funding, expenditures, commitments, and labor hours (actual versus accrued) by location, line of accounting, and CLIN.

C.5.1.12 SUBTASK 12 – PREPARE TRIP REPORTS

The contractor shall keep a summary of all long-distance travel (**Section F, Deliverable 8**) including, but not limited to, the name of the employee, Government approval authority, location of travel, duration of trip, total cost of the trip, and POCs at the travel location. Trip reports shall also contain, at a minimum, a detailed description of the purpose of the trip and any knowledge gained.

C.5.2 TASK 2 - TRANSITION-IN

The contractor shall execute its Transition-In Plan no later than (NLT) five workdays after project start (PS). The contractor shall perform Transition-in with minimal service disruption to vital Government business and no service degradation during and after transition. Transition activities shall be completed 120 calendar days after PS, with the exception of the contractor leased facilities in Section H.11.2.1, which must be transitioned within 90 calendar days after PS. The contractor shall provide a Transition-in Plan at the Program Kick-Off Meeting (**Section F, Deliverable 16**) based on the contractor’s proposed plan.

As a part of Transition-In, the contractor shall coordinate with the outgoing contractors and the Government to ensure all Government property is transferred to the incoming contractor. Additionally, the contractor shall ensure that the IX Repair Parts currently located in PMAMS West in Warren, Michigan are moved to the contractor’s proposed South Carolina facility(ies) within 90 days after PS. The contractor shall provide an updated Transition-In Plan (**Section F, Deliverable 17**), based on the contractor’s draft Transition-In Plan submitted with the proposal, to be approved by the Government.

C.5.3 TASK 3 - TRANSITION-OUT

The Transition-Out Plan shall facilitate the 90-day accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a draft Transition-Out Plan (**Section F, Deliverable 18**) NLT 120 calendar days prior to expiration of the TO Base Period. The final Transition-Out Plan (**Section F, Deliverable 19**) shall incorporate the Government's comments. The contractor shall review and update the Government-approved Transition-Out Plan on an annual basis, at a minimum, and the contractor shall review and update the Transition-Out Plan quarterly during the final Option Period (**Section F, Deliverable 20**). The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes.
- b. Points of contact (POCs).
- c. Location of technical and project management documentation.
- d. Status of ongoing technical initiatives.
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- f. Transition of Key Personnel.
- g. Schedules and milestones.
- h. All data developed and delivered under this TO.
- i. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

C.5.4 TASK 4 – VEHICLE ENGINEERING AND MAINTENANCE

The contractor shall provide all maintenance and engineering support required to ensure the Fleet readiness standards outlined in this TO and individual TAs. The contractor shall perform vehicle engineering and maintenance in accordance with, AR-750-I Army Materiel Maintenance Policy, equipment documentation and technical specifications provided by the Government, and sound maintenance and engineering techniques and practices.

The contractor shall provide all calibration equipment and services required to perform the maintenance and engineering activities in this TO unless designated as GFP in TA.

The contractor shall complete activities in C.5.4.1 using the standards identified in this section. The appropriate standard will be identified by the TA. Local commanders can waive any requirements for an identified standard for a vehicle using the Maintenance Action Report (MAR).

- a. Fully Mission Capable Repair (FMC): The contractor shall perform maintenance engineering to FMC standard. FMC standard is met when, upon final inspection, the system has no faults that are listed in the "not fully mission capable ready if" columns of the Field Level (-10/-20) series Technical Manual (TM)/ Electronic Technical Manual (ETM)/Interactive Electronic Technical Manual (IETM) Preventive Maintenance Care and Service (PMCS) tables.

If the system has no TM with PMCS tables, the Government will provide criteria with the TA that meets the AR 385–10, "The Army Safety Program," Motor Vehicle Safety

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Standards provisions that apply to the vehicle and/or system or its sub-system required by AR 385-55 “Prevention of Motor Vehicle Accidents.”

In addition to the criteria in the TA, AR 700-138 “Army Logistics Readiness and Sustainment” also applies to any system without a TM that includes PMCS tables. AR 700-138 identifies the following as criteria for NMC: (1) Defective, inoperable, or out-of-adjustment service or parking brakes and (2) Leaks: Vehicles with any gasoline leak or a Class III diesel, oil, or water leak. Vehicles with either service brake conditions or any leaks must be NMC until repaired. Vehicles with service brake conditions must be towed using a tow bar when moved for repair.

- b. FMC and Safety Repair:** When a Safety of Use Message (SOUM) is issued by the Government, the contractor shall complete all work required for FMC plus safety and complete all required modifications identified by the SOUM.
- c. (-10/-20) Level Maintenance Repair:** The contractor shall complete system maintenance to meet (-10/-20) Level Maintenance. The (-10/-20) Level Maintenance repair standard is met when upon final inspection, the system has no faults outlined in the Field Level (-10/-20) series TM, ETM, IETM, PMCS tables.

If the system has no technical manual with PMCS tables, the Government will provide criteria with the TA.

- d. Condition Code A:** The contractor shall perform maintenance to bring equipment to the Condition Code A Standard. Condition Code A material may be new, used, repaired, or reconditioned material and shall be serviceable and issuable to all customers without limitation or restrictions. This includes material with more than six month’s shelf life remaining.
- e. National Maintenance Work Request (NMWR):** NMWR is a serviceability standard for field-level reparable designated for repair and return to Army Working Capital Fund (AWCF) stock. It prescribes the scope of work to be performed on an item by organic depot maintenance facilities, certified non-depot national providers, or contractors; types and kinds of materiel to be used; and quality of workmanship. The NMWR also addresses repair method, procedures and techniques, modification and integration requirements, fits and tolerances, equipment performance parameters to be achieved, quality assurance discipline, and other essential factors to ensure that an acceptable and cost effective product is obtained.
- f. Depot Maintenance Work Request (DMWR):** DMWR is serviceability standard for depot-level reparable designated for repair and return to AWCF stock. It prescribes the scope of work to be performed on an item by organic depot maintenance facilities or contractors, and/or qualified below-depot sources of repair; types and kinds of materiel to be used; and quality of workmanship. The DMWR also addresses repair methods, procedures and techniques, modification and integration requirements, fits and tolerances, equipment performance parameters to be achieved, quality assurance discipline, and other essential factors to ensure that an acceptable and cost-effective product is obtained.

C.5.4.1 SUBTASK 4.1 – MAINTENANCE AND ENGINEERING ACTIVITIES

The contractor shall perform field level, sustainment level, and battle field damage repair in accordance with the standards in C.5.4. The appropriate repair standard will be identified by TA.

C.5.4.1.1 FIELD LEVEL MAINTENANCE

The contractor shall perform Field Level Maintenance as defined in this TO, individual TAs and AR 750-1. The contractor shall perform both preventive and corrective maintenance required to ensure equipment is mission capable.

Field maintenance encompasses both organizational and on-system maintenance and repairs necessary for day-to-day operations as well as the intermediate, off-system repair of components and end items for major systems, weapons platforms and supply chains.

Organizational Level Maintenance (-10 Technical Manual Level maintenance) includes performing maintenance at the organizational level consisting of inspecting, servicing, lubricating, and adjusting, as well as the replacing of parts, minor assemblies, and subassemblies. Organizational Level Maintenance describes work largely performed in the field.

Intermediate Level Maintenance (-20 Technical Manual Level maintenance) includes performing maintenance consisting of Organizational Level Maintenance and calibration, repair, or replacement of damaged or unserviceable parts, components, or assemblies; the emergency manufacture of non-available parts; and providing technical assistance to using organizations.

The contractor provided Field Level Maintenance shall also include shop-type work as well as on-equipment maintenance activities at maintenance levels other than depot. Intermediate or shop-type work includes limited repair of commodity-oriented assemblies and end items (e.g., electronic “black boxes” and mechanical components); job shop, bay, and production line operations for special requirements; repair of subassemblies such as circuit boards; software maintenance; and fabrication or manufacture of repair parts, assemblies, and components. On-equipment or organizational maintenance is normally performed on a day-to-day basis to support operations of its assigned weapon systems and equipment. Organizational maintenance encompasses a number of categories, such as inspections, servicing, handling, preventive maintenance, and corrective maintenance.

C.5.4.1.2 SUSTAINMENT LEVEL MAINTENANCE AND ENGINEERING

The contractor shall perform Sustainment Level Maintenance and Engineering focused on repairing components, assemblies, modules, and end items.

The contractor shall perform materiel maintenance and engineering requiring the major repair, overhaul, or complete rebuilding of major systems, end items, parts, assemblies, and subassemblies; manufacture of parts; technical assistance; and testing. The contractor shall perform Sustainment Level Maintenance and Engineering in accordance with technical manuals, Depot and National Level Maintenance Requirements (DMWR/ NMWR), Modification Work Orders (MWO), or other technical directions provided by the Government under the individual TA.

C.5.4.1.3 BATTLE DAMAGE ASSESSMENT AND REPAIR (BDAR)

The contractor shall perform BDAR to rapidly return disabled equipment to the operational commander by field expedient repair of components. The contractor shall restore the minimum

essential combat capabilities necessary to support a specific combat mission or to enable the equipment to self-recover.

BDAR is a wartime procedure for rapidly returning disabled equipment to operational condition by expediently repairing, substituting, fabricating, shortcutting, bypassing, cannibalizing, or jury-rigging components to restore the minimum essential systems required for the support of a specific combat mission or to enable equipment to self-recover.

BDAR shall be accomplished in accordance with Field Manual (FM) 4-30.31 “Recovery and Battle Damage Assessment and Repair” and specific system BDAR procedures, if available. Depending on the repairs required and the amount of time available, repairs may or may not return the vehicle to a fully mission-capable status, specified in the TA.

All BDAR activities will be performed in secured facilities.

C.5.4.1.4 EQUIPMENT INTEGRATION AND MODIFICATIONS

The contractor shall perform equipment integration and modification as identified by TA. Modifications shall require work at the Field and Sustainment levels. All Equipment Integration and Modification shall be completed in accordance with AR 750-1, “Army Modification Program.” Modifications to non-tactical or commercial vehicles will be made in accordance with AR 58-1, Management, Acquisition, and Use of Motor Vehicles, “Motor Vehicle Modifications.”

C.5.4.1.5 MODIFICATION WORK ORDERS (MWOs)

The contractor shall apply MWOs published by the Government as identified by TA. The MWOs may require engineering and maintenance at the Field or Sustainment level. MWO application shall be completed in accordance with AR 750-10, “Army Modification Program” and the published MWO package.

An MWO is the process the contractor shall use to modify vehicles with any alteration, conversion, or modernization of an end item or a component of end item (COEI), which in any way changes or improves the original purpose or operational capacity in relation to effectiveness, efficiency, reliability, or safety of that item. This includes, but is not limited to conversions, field fixes, retrofits, rebuilds, redesigns; upgrades, extended service programs, engineering changes, software revisions, system enhancement programs, service life extension programs, system improvement programs, product improvement programs, preplanned product improvements, modifications developed and applied by contractors.

C.5.4.1.6 DMWR AND NMWR

The contractor shall provide the engineering, maintenance, integration and repair to complete DMWR packages as identified by TA. DMWR packages will require the overhaul, upgrading, or rebuilding of parts, assemblies, or subassemblies and the testing and reclamation of equipment as necessary

The contractor shall provide the engineering, maintenance, integration and repair to complete NMWR packages for field level items designated for repair and return to AWCF stock as identified by TA.

NMWR and DMQW activities shall be completed in accordance with AR 750-1.

C.5.4.2 SUBTASK 4.2 – REPORTING

The contractor shall record and submit all maintenance actions performed under Task 4 in accordance with MAR (**Section F, Deliverable 21**). All MAR Data shall be maintained in the contractor's database and sortable by all fields. The contractor shall provide Maintenance Summaries, Vehicle Disposition Summaries, and ILS Reports daily by location and vehicle as defined by each TA.

C.5.5 TASK 5 –INSPECTION AND QUALITY ASSURANCE

The contractor shall provide Quality Assurance throughout the life cycle of the MRAP FOV and other vehicle systems.

The contractor shall perform technical, in-process, and final inspections for vehicles as identified by individual TAs. After inspections are complete, the contractor shall provide vehicle disposition recommendation.

The contractor shall also perform inspections on material and supplies in storage. If defects or failures are identified the contractor shall create a Standard Form (SF) 368 Product Quality Deficiency Report (PQDR) and take action in accordance with this TO, the Supply Support Activity (SSA) SOP, and Army Regulation (AR) 702-7-1 "Reporting of Product Quality Deficiencies Within the U.S. Army."

The contractor shall notify the TACOM TPOC and/or the FEDSIM COR within 24 hours of deficiency or failure resulting from performance of a TA. Notification shall consist of the date of the deficiency or failure and a detailed corrective action plan for eliminating the deficiency and its associated root cause. If a deficiency involves material production or repair, the contractor shall identify, inspect, and repair all material with similar repairs since the last proven successful component or process test.

C.5.5.1 SUBTASK 5.1 - TECHNICAL INSPECTION

The contractor shall perform Technical Inspections (TIs) prior to repair, evacuation, or turn-in of end items or components (TIs may be waived when the owning unit requests only specific repairs). TIs are to be made by technically qualified individuals assigned to a field-level or sustainment-level maintenance activity. Inspections shall be performed according to equipment maintenance and serviceability standards applicable to the maintenance level performing the repair. All TIs shall be performed in accordance with AR 750-1, Army Materiel Maintenance Policy, "Technical Inspections."

The contractor shall identify the repairs required to meet the appropriate Maintenance Standard identified by the TA and AR 750-1 for the repair action. Contractor shall proceed with repairs unless the estimated repair costs exceed a maintenance expenditure limit (MEL) of 70% of new equipment cost.

If the estimated cost for the repair exceeds 70 percent MEL, the contractor shall identify the repairs and costs required to meet the Maintenance Standard established for the repair action and submit to the GTM or other Government POC for approval. The GTM or other Government POC will review and approve final maintenance actions.

The MAR shall use the DA Form 2404, supplemented with the following information, and shall be completed in accordance with DA Pamphlet (PAM) 750-8, Functional User's Manual for The

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Army Maintenance Management System. The Government representative will review and approve final maintenance actions.

MAR information supplementing the DA Form 2404:

- 1) Date vehicle completed inspection and turned over for repair
 - a) Actual inspection time
 - b) Comments
- 2) Listing of all parts required for maintenance
 - a) For each Part
 - i) Date Identified
 - ii) Date ordered
 - iii) Sourcing (Government or Contractor procured)
 - iv) Date Received
 - v) Date turned over to maintenance
 - vi) Comments
- 3) Time vehicle was non-mission capable due to maintenance availability
 - a) Personnel
 - b) Facilities
- 4) Time vehicle was non-mission capable due to supply availability
- 5) Actual maintenance time
- 6) On-the-Job Training conducted during the maintenance action, name of individual, tasks performed by individual, and organization represented.
- 7) Controlled Substitution
 - a) Parts removed under controlled substitution for repair of another system and date or replacement of part. Other system shall be identified by maintenance report number and vehicle number.
 - b) Parts used from another system under controlled substitution. Other system shall be identified by maintenance report number and vehicle number.
- 8) Date turned over for final inspection
 - a) Actual inspection time
 - b) Comments
- 9) Date returned to Owning organization

C.5.5.2 SUBTASK 5.2 - IN-PROCESS INSPECTION

The contractor shall record any faults identified during the maintenance activity that were not identified during the TI on the vehicle using MAR (**Section F, Deliverable 21**) and submit the updated form to the TACOM TPOC or Forward-Deployed TPOC. The TACOM TPOC or Forward-Deployed TPOC will determine if the repairs are required to meet the Maintenance Standard for the repair.

If the revised estimated cost for the repair exceeds 70 percent of the cost of the new equipment, the contractor shall identify the repairs required to meet the Maintenance Standard established for the repair action and submit to the TACOM TPOC or Forward-Deployed TPOC for approval. The Forward-Deployed TPOC will review and approve final maintenance actions.

C.5.5.3 SUBTASK 5.3 - FINAL INSPECTION

The contractor shall conduct an inspection to verify that all faults identified in the MAR (**Section F, Deliverable 21**) identified during TI or in-process inspections have been corrected to the required Maintenance Standard. Approval by the TACOM TPOC or Forward-Deployed TPOC is required for Final Inspection.

C.5.5.4 SUBTASK 5.4 - VEHICLE DISPOSITION RECOMMENDATIONS

After TI is complete, any vehicles that are determined by the contractor to require repair beyond the scope of this TO, or is expected to exceed the Maintenance Expenditure Limit (MEL) of the vehicle, shall be reported as designated by the TA for final determination.

C.5.5.5 SUBTASK 5.5 - MATERIAL AND SUPPLY QUALITY ASSURANCE

C.5.5.5.1 INSPECTION OF MATERIAL IN STORAGE

The contractor shall perform inspection of material in storage to determine its condition. The frequency and specific requirements for inspection of material in storage shall be identified by TA. An SF 368 PQDR shall be prepared and submitted to the TACOM TPOC in accordance with DA PAM 738-750, Functional User's Manual for The Army Maintenance Management System (TAMMS). An SF 368 document shall include the condition code of item(s) and recommendations for disposition.

C.5.5.5.2 DEFECTIVE MATERIAL

Items received through the Government Supply System that are found to be defective shall have a PQDR, SF 368. Parts turn-in shall be in accordance with local SSA SOP and in accordance with AR 702-7, PQDR Program. Specifically, the contractor shall take the following actions:

- a. If the shipping packaging or container is still suitable for reuse, the contractor shall use the same packaging or container for the reshipment or return of major assemblies or parts.
- b. If the packaging or container, in which the contractor received the assembly or part, is not suitable for re-use, the contractor shall order one, if available, from the Army Supply System in accordance with C.5.6.2.1.
- c. If the packaging provided is not suitable for repackaging nor is there standard packaging available, the contractor shall package in accordance with local SSA SOP.

The contractor shall complete a PQDR for commercial items and return commercial sourced items purchased directly from commercial sources that are defective under commercial warranty procedures.

C.5.6 TASK 6 - SUPPLY SUPPORT

The contractor shall provide supply management services to ensure the appropriate level of supply required to complete the requirements of this TO. The contractor shall requisition or purchase repair parts, spares, and other materials in accordance with **Section H.16** of this TO. The contractor shall also maintain stock levels and ensure compliance with all warranty provisions.

C.5.6.1 SUBTASK 6.1 – SUPPLY MANAGEMENT AND PLANNING

The contractor shall perform demand planning, forecasting, material requisition, order processing, inventory management, inventory allocation, order fulfillment, and transportation services.

C.5.6.1.1 OBSOLESCENCE, DIMINISHING MANUFACTURING SOURCES AND MATERIAL SHORTAGES (DMSMS) ALERTS AND STUDIES

The contractor shall conduct DMSMS reviews on systems, components, and class IX parts. The contractor shall identify and report using Obsolescence Alert Notices on at risk material based on procurement activity conducted by the contractor in support of maintenance and supply activities.

After an Obsolescence Alert Notice is received, the Government will identify on which items the contractor shall conduct verification, option analysis, and resolution studies. The Contractor shall perform the required activity at the Low Involvement level as defined in the DoD DMSMS Guidebook. Defense Standardization (SD)-22 DMSMS Guidebook provides further definitions and guidance.

C.5.6.1.2 REVERSE ENGINEERING STUDIES

The contractor shall complete reverse engineering studies as identified by TA. The contractor shall comply with the process outlined in Paragraph 5.1 and Figure 1, DoD Handbook 115C “U.S. Army Reverse Engineering Handbook (Guidelines and Procedures)” 21 March 2016 (or later). The Government will specify the extent reverse engineering process to be performed.

Reverse Engineering In-Process Reviews shall be conducted in accordance with Institute of Electrical and Electronics Engineers (IEEE) 15288.2 Standard for Technical Reviews and Audits on Defense Programs. Reverse Engineering In-Process Reviews meeting Agendas and Minutes shall be prepared.

C.5.6.1.3 ITEM UNIQUE IDENTIFICATION (IUID)

If required by TA, the contractor shall inspect GFP items to ensure IUID compliance, to include inspection for proper bar-coding of end-items and major components or assemblies of the end-item valued at \$5,000 or more. If missing, the contractor shall affix passive IUID tags to all such major components and assemblies and to ensure the proper registry of such items. Identification and registration will be in accordance with Construct #2 of MIL-STD-130 “Department of Defense Standard Practice Identification Marking of U.S. Military Property” guidance on IUID implementation. This minimally includes the item Part Number, item serial number, and the CAGE of the original manufacturer of the item.

For Major Components, the contractor shall establish a product code system, in coordination with guidance from the Product Manager-Joint Automated Identification Technology (PM-JAIT). The contractor shall establish a program to affix bar code identification to all such major components and assemblies purchased from the Original Equipment Manufacturer (OEM) and alternate sources of supply.

C.5.6.2 SUBTASK 6.2 – SUPPLY ACQUISITION

C.5.6.2.1 GOVERNMENT SOURCES

The contractor shall acquire all material through the Government Supply System via Standard Task Order 47QFCA18F0015-PS20

Army Automation Management Information System (STAMIS) and Global Combat Support System – Army (GCSS-A). The TPOC will provide hardware and login IDs required to access both STAMIS and GCSS-A. The acquisition of material shall be tracked in accordance with Section H.5

C.5.6.2.2 COMMERCIAL ACQUISITION

If items are not available from the Government Supply System and contractor supplies, the contractor shall make commercial purchases in accordance with H.11, such as office equipment and consumable supplies. This language shall not abrogate language in H.22 COMMERCIAL INFORMATION TECHNOLOGY HARDWARE AND SOFTWARE.

C.5.6.2.3 COMMERCIAL LEASING OF SUPPORT EQUIPMENT

If the contractor requires support equipment (such as vehicles, Material Handling Equipment (MHE), and generators) it shall notify the TACOM TPOC and FEDSIM COR to determine if Government-provided equipment is available. If Government equipment is not available to support the mission, the contractor may lease equipment for operation in accordance with H.11. The contractor shall submit justification for lease of equipment in a Commercial Leasing Report (**Section F, Deliverable 22**) and track the equipment. The Commercial Leasing Report shall include:

- a. Date of lease.
- b. Date material/equipment was received by contractor.
- c. Lease and any additional costs associated with the lease equipment throughout the lease period.
- d. Frequency the material/equipment was used (as appropriate include miles, hours, repair, weldment, etc.).
- e. Date the material/equipment was returned and lease complete.

C.5.6.2.4 SOFTWARE PURCHASES

Any software purchase shall be in accordance with H.11 and H.12. Any software to be loaded on computers attached to any Government network must be compliant with Government IT requirements for software on the system.

C.5.6.2.5 USE OF CONTROLLED EXCHANGE AND CANNIBALIZATION OF MATERIAL

In some instances, Controlled Exchange and Cannibalization (AR 750-1, “Controlled Exchange” and “Cannibalization of Materiel”) shall be used to repair an item with the approval of the TPOC.

For controlled exchange, a record of the part usage shall be annotated in the MAR for the system stating what the part was removed from and the system that was repaired using the part.

For cannibalization, the MAR for the system that received the part shall be clearly annotated as to the source of the part.

C.5.6.2.6 WEEKLY PARTS STATUS REPORT

The contractor shall complete a Weekly Parts Status Report using (**Section J, Attachment EE**).

C.5.6.3 SUBTASK 3 – SUPPLY STOCK AND STORAGE

C.5.6.3.1 CARE OF SUPPLIES IN STORAGE (COSIS)

The contractor shall provide COSIS support as identified by TA. COSIS is a program composed of a set of processes and procedures whose purpose is to ensure that stored material is in Ready-for-Issue condition or to prevent uneconomic deterioration of material. Proper COSIS shall assure that supplies and equipment in storage shall be preserved and maintained in an issuable condition through inspection and actions taken to correct any forms of deterioration and to restore packaging to Ready-for-Issue condition. COSIS shall include the in-storage visual inspection, minor repair, preservation and packing of materiel, and all intra-depot materiel movement to perform those tasks (Joint Service Instruction (JSI), Defense Logistics Agency Instruction (DLAI) 4145.4/AR 749-3).

The contractor shall conduct COSIS in accordance with instructions provided through TA. TM 38-470; Chapter 6 describes the COSIS process. System specific instructions shall be provided with the TA. The contractor shall track COSIS on the MAR Form (**Section F, Deliverable 21**).

C.5.6.3.2 MATERIAL HANDLING EQUIPMENT OPERATIONS

The contractor shall provide material handlers operating forklifts and other material delivery equipment as required delivering parts and materials to the repair bays as well as remove material from the bays to the recovery area for determining whether it is scrap or recoverable for repair or restocking.

The contractor shall transport, using Government-Furnished Equipment (GFE) vehicles, Class IX, retrofit, and Class IV material from the local SSA, Regional Support Activities (RSA), and Staging areas to Forward Operating Bases (FOB).

The contractor shall provide petroleum, oil and lubricant (POL) delivery to support maintenance, modification, and repair activities.

C.5.6.4 SUBTASK 6.4 – TRANSPORTATION

The contractor shall coordinate inbound and outbound cargo shipments, including retrograde material.

C.5.6.4.1 SHIPPING

Shipping shall be accomplished by military transport when available. Shipments by commercial carrier shall be justified in accordance with Section H.11.

The contractor shall provide support with the preparation and processing Class III POL (Packaged), Class VII Major Items, and Class IX Secondary Items.

C.5.6.4.2 INTERNATIONAL SHIPPING

The contractor shall prepare all documentation and obtain approvals for International shipments that fall under:

- a. U.S. Customs Regulations
- b. Defense Transportation Regulation (DoD 4500.9-R)
- c. International regulations covered included the International Maritime Dangerous Goods Code

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- d. The International Commercial Air Transport Associations Dangerous Goods Regulations
- e. United States regulations covered included the Department of Transportation (DOT) 49 Code of Federal Regulations (CFR)

The contractor shall perform cargo processing for Class III POL, Class VII Major Items and Class IX Secondary Items. The contractor shall coordinate with local Military Surface Deployment and Distribution Command (SDDC) Detachments at the ports to meet shipments. Coordination with SDDC shall include validating cargo contents, cargo destinations, and generating required Radio Frequency Identification (RFID) tags, as required.

C.5.6.4.3 SHIPMENT PREPARATION

The contractor shall provide preparation and processing of Class III (POL), Class VII (Major Items), and Class IX (Secondary Items). Contractor preparation and processing will be identified by TA.

C.5.6.4.4 SHIPMENT OF CLASS IX REPAIR PARTS

Class IX repair parts prepared for shipment, including any Line Replaceable Unit (LRU) or Shop Replaceable Unit (SRU) and component, using standard commercial practice unless otherwise directed by the Government. To the extent practical items shall be neatly packed in Tri-walls, crates, and/or containers; and grouped with other parts for the same platform to the extent practical. The final shipping container shall be marked with a final destination placard, as provided by the Government, in a weather safe pouch, and tagged with an approved RFID. The contractor shall provide the Government with each shipment container number, packing list, description, and RFID tag number. RFID tagging shall be accomplished in accordance with MIL-STD-129P. Packing lists shall be affixed to the outside of the each container and one copy inside each container.

C.5.6.4.5 RETROGRADE

The contractor shall support retrograde operations including all necessary activities to prepare Class III, Class VII, and Class IX items for shipping in accordance with all shipping requirements. This includes the cleaning, wrapping, packaging, and shipping of spare parts and vehicle systems.

Retrograde is the movement of equipment and materiel from a deployed theater to a Reset program (replace, recapitalize, or repair) or another theater of operations in order to replenish units or stock requirements. Equipment shall be redistributed in accordance with theater priorities to fill mission requirements within the AOR and DoD requirements.

For items declared excess and identified for retrograde to Government stockage, the contractor shall package as nearly as possible to original packaging configuration and shall be marked with original part number, National Stock Number, package quantity, unit price, and condition code.

The contractor shall utilize DA Form 1574 for serviceable and retrograde items and DA Form 1577 for unserviceable items. Items with the same part number (NSN) shall be bundled and shipped with a single tag that includes number of items in shipment. The contractor shall track material inter and intra-theater and provide daily updates until material arrives at destination.

C.5.7 TASK 7 – TRAINING

The contractor shall conduct Sustainment and On-the-Job Training (OJT) Support, New Equipment Training (NET), and Displaced Equipment Training (DET).

The TACOM TPOC shall approve the training prior to implementation.

The contractor shall reference Government-furnished training plans, formal Program of Instruction (POI), and related materials.

C.5.7.1 SUBTASK 7.1 – SUSTAINMENT AND ON-THE-JOB TRAINING (OJT)

Requirements for OJT shall be on an ad hoc basis, and noninterference basis with the repair and sustainment of the vehicles with the approval of the TACOM TPOC or Forward-Deployed TPOC.

The contractor shall conduct formal and informal, individual and collective task training for operators and maintenance conducted by and within a unit, or organization, to ensure continued expertise on the operation, and maintenance.

If specified in the TA this training shall include BDAR training in accordance with AR 350-1 6-8 b (4).

Sustainment/OJT shall be based on the equipment technical manuals, BDAR Manuals, and operational and field level maintenance provided by the Government as part of the individual TA. OJT shall be reported on the MAR Form, Paragraph 4.3.1 (**Section F, Deliverable 21**).

C.5.7.2 SUBTASK 7.2 – NEW EQUIPMENT TRAINING (NET)

The contractor shall provide the initial transfer of knowledge on the operation and maintenance of new, improved, and displaced equipment from Material Developer to the tester, trainer, supporter, and user. NET shall assist commanders with achieving operational capability in the shortest time practical by training Soldiers/crews how to operate and maintain the new and/or improved equipment and by providing unit leaders with training support components needed to sustain proficiency of operators and maintainers on the new and/or improved equipment after NET.

For equipment or systems that are newly available, The Government will provide the training and information required for the contractor to develop training and materials. The Government will not provide any training to the contractor for equipment or systems available to the Government at the time of award of this TO.

The contractor shall conduct NET classes to including provide Operational Level New Equipment Training (OPNET) and Field Level Maintenance Net Equipment Training (FLMNET). The contractor shall identify personnel, training, and Training Aids, Devices, Simulators, and Simulations (TADSS) to facilitate the transfer of knowledge gained during development of new or improved equipment from the material developer to the trainer, user, and supporter. The Government will provide NET material as part of the individual TA.

All NET shall be provided in accordance with AR 350-1, “Training Developer Determines Requirements for New Equipment Training and Doctrine and Tactics Training” and “Conducting new Equipment Training.”

C.5.7.3 SUBTASK 7.3 – DISPLACED EQUIPMENT TRAINING (DET)

The contractor shall provide DET required for units whenever new displaced equipment is delivered. DET shall be provided in accordance with AR 350-1 6-8 b (2) and Section III Displaced equipment.

The contractor shall provide OPNET and FLMNET DET on the operation and maintenance of previously fielded equipment that is scheduled for redistribution in accordance with AR 350-1 6-7 b (2) and Section III Displaced equipment. Training shall be based on the equipment technical manuals and OPNET and FLMNET provided by the Government as part of the individual TA.

C.5.7.4 SUBTASK 7.4 – TRAINING REQUIREMENTS

C.5.7.4.1 NET AND DET INSTRUCTOR REQUIREMENTS

The contractor shall provide instructors' assignments and schedules to meet all training requirements.

The contractor shall provide fully qualified substitute instructors, if scheduled instructors are absent or otherwise not available to conduct the scheduled courses. The contractor shall provide Make-up sessions for missed class sessions, due to the fault of the contractor. The contractor shall make-up missed sessions with no reimbursement and at no cost to the Government.

The contractor shall ensure instructors are on-site no later than 30 minutes prior to the start of class. The contractor shall coordinate with the unit/organization point of contact to ensure all training aids, equipment, training materials, classrooms, and all items required to conduct the training are on-hand prior to start of class. If the required training materials, equipment, or facilities are not available, the contractor shall notify the TACOM TPOC. The TACOM TPOC will notify the contractor on the course of action to be taken to rectify the situation/problem.

Instructors shall be helpful, timely, and courteous in providing training and in dealing with students, unit commanders, fellow instructors, and Government personnel. Instructors shall:

- a. Meet the POC or the sponsor of the course upon arriving at the training site.
- b. For U.S. Army instruction, contact the TACOM LCMC Logistics Assistance Office (LAO) at the installation, if available.
- c. Arrive at the training site/classroom at least 30 minutes prior to start and remain 30 minutes after the end of class each day.
- d. Canceled Training: If the contractor arrives at a training or fielding location and there is nothing for the contractor to do (i.e. no personnel to train, vehicles not present for fielding), the contractor shall immediately contact the TACOM TPOC. The TACOM TPOC will notify the contractor of the appropriate course of action.

The contractor shall provide the cleanup of the shop and classroom training area. The contractor shall return all training sites to their original condition. Instructors shall be cognizant of environmental and HAZMAT regulations and local policies at the training location; and, in the event of an accident or incident involving HAZMAT or environmentally sensitive areas, the contractor instructors shall take appropriate actions to contain the problem immediately and notify the proper authorities in accordance with local environmental/HAZMAT requirements.

Instructors shall prepare, type, and present a Course Completion Certificate to all students who successfully complete the course. The Government will provide blank Course Completion

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Certificate templates to the contractor. Certificates shall be included in the Course Completion Report (**Section F, Deliverable 24**)

Instructors shall check all equipment used as training aids prior to and after training to ensure it meets -10/-20 standards. If the equipment does not meet -10/-20 standards, the instructors shall notify the TACOM TPOC and document the problem(s) found. Instructors shall perform PMCS before and after operation of the equipment, ensure that all defective equipment/components are reported to the TACOM TPOC, and repairs are accomplished. If extended training is performed at any given Command, training vehicles shall be returned to the organization after accumulating no more than 400 miles and exchanged for another training vehicle. This process shall be repeated until training is completed or no other training assets are available from the organization.

The contractor shall submit a Course Completion Report (**Section F, Deliverable 24**) within ten working days of the completion of any classes.

C.5.7.4.2 OPNET/FLMNET TRAINING REQUIREMENTS

The contractor shall provide OPNET training. OPNET is the POI for the vehicle systems that will be provided by the Government as part of the TA. Requirements and schedules for these classes will be set forth in the individual TAs.

The contractor shall provide FLMNET training. The contractor FLMNET shall include full POIs for the vehicle systems as part of the TA. The FLMNET Training Course requirements and schedules for these classes will be set forth in the individual TA.

C.5.7.4.3 TRAINING REPORTING REQUIREMENTS

When conducting training in support of this TO, the contractor shall record the following reporting requirements in the Course Completion Report (**Section F, Deliverable 24**):

- a. The contractor shall take attendance daily and report any absence to the organization training POC during the first break. The attendance log shall be maintained and submitted as part of the Course Completion Report (**Section F, Deliverable 24**)
- b. Upon course completion, students shall be required to complete a Government provided course evaluation form. The contractor shall distribute, collect, and submit the evaluation forms to the TACOM TPOC and maintain records in the contractor's web-based portal (C.5.1.9). Additionally, each student in attendance shall receive a Certificate of Training upon successful completion of the course. The contractor shall include this information in the Course Completion Report,
- c. Ensure all students complete the Course Evaluation Forms provided by the Government. Any ratings of three or less on the Course Evaluation Forms shall require an explanation by the contractor. Explanation shall be in the form of a note on the roster spreadsheet and the critique sheet explaining the rating and identifying corrective actions to improve the training.
- d. Students not missing more than two hours of instruction during a 40 hour instruction period and scoring an 80% or higher on the course Exit Exam (provided by the Government) shall receive a Certificate of Completion. Any student who does not pass all training shall not receive a certificate. The certificates shall include the student's name, unit, and APO (if military), name of course, number of course hours, the completion

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course date, signature of instructor, and the company name. The Training Certificate information will be provided by the Government to the contractor in an electronic format.

C.5.7.4.4 TRAINING PRODUCT REQUIREMENTS

When developing training materials or products in support of this TO, the contractor shall meet the following requirements:

- a. Instructional materials, POIs, and training aids will be provided by the Government for military standard equipment. For non-standard equipment the Government will furnish all available logistics data. The contractor shall develop instructional material for non-standard equipment (**Section F, Deliverable 25**).
- b. The contractor shall provide update recommendations and improvement ideas for Government-furnished training materials (POI) incorporating post-fielding support analysis to include field feedback, DA Form 2028s, and After Action Reports (AARs) to the TACOM TPOC (**Section F, Deliverable 26**).
- c. Contractor development or modification of training material shall follow the New Equipment Training objectives of Section II AR 350-1.
- d. All instructional materials, POIs, and training aids developed by the contractor for courses taught under this TO shall become the sole property of the U.S. Government.

C.5.8 TASK 8 - TOTAL PACKAGE FIELDING (TPF) SUPPORT

The contractor shall provide TPF Support and TPF Planning Support. TPF is the standard materiel fielding process for new or modified materiel systems. TPF is designed to provide a consolidated support package of equipment and materiel to using units. All TPF shall be performed in accordance with AR 700-142, Type Classification, Materiel Release, Fielding, and Transfer, Section II Total Package Fielding.

C.5.8.1 SUBTASK 8.1 – MATERIEL FIELDING

The contractor shall provide maintenance, supply, transportation, and coordination support to the Government Materiel Fielding Team (MFT) in accordance with AR 700-142, Total Package Fielding, “Materiel Fielding Team.” The contractor shall perform system de-processing efforts in order to prepare new equipment for fielding to the gaining unit. De-processing is the process of preparing the vehicles for issue to the gaining unit. Specific tasks shall include training schedule coordination with gaining units, maintenance of the New Equipment Training Team (NETT) during NETT events, equipment handoff facilitation, and TPF instruction and implementation.

The contractor shall assist in the accomplishment of new equipment fielding by providing transportation management for major items, receipt and inspection, de-processing, equipment assembly (Service Upon Receipt), and equipment preparation for shipment. Transportation management, as applied herein, refers to contractor assistance to the Government in arranging transportation. It does not mean that the contractor shall be held fully or solely responsible for transportation. The contractor shall make pre-fielding coordination between the gaining unit and the PM fielding representative(s). Such services shall include the tracking of system shipments as well as receipt of system shipments to the fielding site.

C.5.8.2 SUBTASK 8.2 – MATERIEL FIELDING PLANNING SUPPORT

The contractor shall support the Government in the preparation of plans, documents, and reports for TPF as required in AR 700-142 Type Classification, Materiel Release, Fielding, and Transfer, Section II Total Package Fielding.

In addition to the Government supplied NET Training Package, the Government will provide vehicle distribution plans, the Materiel Fielding Plans, and ASL/ Prescribed Load List (PLL) listings for the systems.

C.5.8.2.1 MATERIEL FIELDING PLANNING SUPPORT REPORT

The contractor shall develop and maintain a comprehensive Materiel Fielding Report (**Section F, Deliverable 27**) based on Government provided data, Materiel Fielding Agreements, and New Materiel Introductory Briefings (NMIB) results. All information must be from Material Fielding Report and shall be delivered in Excel format. The contractor shall maintain this file and make it available through the Contractor established secure portal. The Report shall be developed in accordance with **Section J, Attachment FF**.

C.5.8.2.2 NEW MATERIEL INTRODUCTORY BRIEFINGS (NMIB)

The contractor shall attend all NMIB, with the Government Fielding Manager in order to plan for the execution of the mission. The contractor shall prepare an NMIB AAR (**Section F, Deliverable 28**).

C.5.8.2.3 MATERIEL REQUIREMENTS LIST (MRL)

The contractor shall prepare the MRL (DA Form 5682) (**Section F, Deliverable 29**) in accordance with DA PAM 700-142, Instructions for Materiel Release, Fielding, and Transfer, “Material Requirements List Coordination.” As the MRL progresses from a draft to a final document, the contractor shall update the MRL and submit requirements for replacement parts, Special Tools and Test Equipment (STTE), Basic Issue Items (BII), and ASL to the Government to ensure packages are in agreement with the MRL. The contractor shall provide shipping information to the Government and verify shipment in advance of the TPF activity to confirm arrival of the package before the TPF team arrives.

C.5.8.3 SUBTASK 8.3 – TPF REQUIREMENTS

The contractor shall have personnel present in accordance with the TA at fielding sites to perform 100% inventories and to prepare vehicles and TMDE for hand-off and/or training. The contractor shall:

- a. Execute loading, offloading, and movement of end items.
- b. Provide logistics management support in accordance with C.5.8.4.
- c. Perform inventory of vehicles and equipment.
- d. Perform Technical Inspection of the vehicles.
- e. Perform maintenance functions (adjust, align, service, repair, clean, inspect, and perform road test) of end items for both fielded and non-fielded vehicles and equipment.
- f. Arrive at the fielding site not less than 30 minutes prior to the scheduled start time in order to begin the fielding as scheduled.
- g. Make no changes to schedules or changes to the components of any unit set, without the prior written approval of the TACOM TPOC.

C.5.8.4 SUBTASK 8.4 – TPF LOGISTICS SUPPORT

At each fielding site, the contractor shall conduct a 100% inventory and inspection of end items, STTE, BII, ASL, and associated equipment to be fielded per de-processing checklists, appropriate technical manuals, and instructions provided under the contract. The contractor shall report deficiency or discrepancy findings within 24 hours of identification of the deficiency or discrepancy using the PQDRs SF 368, Transportation Discrepancy Reports (TDRs) DD 361, or Supplier Discrepancy Reports (SDRs) SF 364 as appropriate.

The contractor shall manage the movement of all end items at the fielding site, TMDE, tools, support packages, parts, supplies, publications, ETMs, and all other fielding related material from source into the de-processing and hand-off site as negotiated during NMIB.

All GFP/GFE provided by the gaining unit for short-term use, incorporated into the TA as GFP, (e.g., TMDE and audio visual equipment) shall be returned to the Government source of issue when no longer required in support of TPF at that location.

C.5.8.5 SUBTASK 8.5 – TPF MAINTENANCE SUPPORT

The contractor shall accomplish all necessary service and repairs identified in applicable Maintenance Allocation Charts (MAC) Operator through Field Level Maintenance. The contractor shall adjust, clean, inspect, service, and align any items found discrepant or missing during the inspection/de-processing of vehicles and joint inventory with the gaining unit. This shall include maintenance and repair of all training vehicles. The contractor shall provide all maintenance functions to bring equipment to (-10/-20) status as defined in AR 750-1, Preventive Maintenance Checks and Services, for hand-off to unit. Repairs above the maintenance capability of the contractor and any warranty work requirements shall be reported through the TACOM TPOC for further determination on what actions shall be taken.

When performing TPF maintenance support the contractor shall:

- a. Load software and perform operational checks for gaining command on the Maintenance Support Device (MSD) - Internal Combustion Engines (ICE) and/or any future generations of the MSD that requires system versions of MSD software that is being provided as part of TPF.
- b. Install Associated Support Items of Equipment (ASOIE), other support items and kits identified in the TA and approved by the Government.
- c. Comply with Property Book Unit Supply Enhanced (PBUSE) or GCSS-A requirements as set forth in AR 700-142 and DA PAM 700-142, and be able to transmit documentation electronically from fielding site locations to the Government Fielding Representative to conduct the lateral transfer in PBUSE/GCSS-Army.
- d. Identify all unserviceable or damaged components in the AAR. The AAR shall include:
 1. Pictures and/or schematics and line drawings of damaged vehicle(s).
 2. Establish a detailed fielding schedule.
 3. Obtain agreement on what facilities, space, vehicles, trash receptacles/pick-up and removal/disposition of same, equipment, and materials will be provided by the gaining command and those that will be provided by the contractor as negotiated during the NMIB.
 4. Establish a de-processing/handoff rate and fielding schedule consistent with

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- facilities/equipment availability.
5. Establish a working relationship for the receipt of end items and other fielding-related materiel through the installation Central Receiving Facilities.
 6. Class III POL products and blank forms that will be required to support de-processing efforts and will be provided by the Government.
 7. Coordinate for any training areas that may be required to support training, including driving routes for training and de-processing.
- e. Prepare and provide, for the gaining and fielding commands signature, a Handoff Joint Inventory Report, DA Form 5684 in accordance with DA PAM 700-142, and provide copies to the gaining command and the Fielding Managers Office within 30 calendar days of handoff.
 - f. Prepare out brief slides, handouts, and conduct a closeout briefing with the respective Force Modernization Office (FMO), Unit POC, and TACOM LAO, or other Government POC, if available.
 - g. Ensure vehicles are available to be used for training at training locations. If vehicle damage resulting from training or shipping occurs, the contractor shall provide maintenance services to the damaged vehicles to make them training ready.
 - h. Notify the TACOM TPOC within 24 hours of vehicle assessment if the training vehicles cannot be repaired or are otherwise not operational.
 - i. Complete MAR for each piece of equipment that the contractor assesses. Upon completion of the assessment, the contractor shall provide a completed MAR (**Section F, Deliverable 21**) to the TACOM TPOC within 24 hours.

C.5.8.6 SUBTASK 8.6 – TPF EQUIPMENT TRANSFER

The contractor shall prepare all documents required for the formal transfer of accountability of all materiel, per AR 710-2 and current PBUSE/GCSS-A requirements, by requiring the gaining units Property Book Officer to sign DA Form 3161 (Transfer/Turn-in) documentation and accept the Lateral Transfer (LT) within PBUSE/GCSS-A. Documentation shall be sent electronically from fielding site locations to the Government Fielding representative to make formal transfer and meet PBUSE/GCSS-A requirements. The contractor shall coordinate ordering, transportation, and delivery of all TPF shortages. The contractor shall close all outstanding Shortage Annexes when materiel is received, issued, and accepted by the gaining command.

C.5.8.7 SUBTASK 8.7 – TPF/NET CLOSEOUT

For each TPF/NET event, the contractor shall prepare and submit AARs on DA Form 5680 in accordance with DA PAM 700-142. The contractor shall close Shortage Annexes when materiel is received, issued, and accepted by the gaining command.